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Customer Support

Please Choose A Category From Below. If you cannot find an answer to your question, don't hesitate to [Contact Us](#)



Password Problems



Billing Questions



Site Surfing Questions



Firefox Technical Issues



Internet Explorer Technical Issues

User Lookup

Favourite FAQ Entries

- [→ I Forgot My Password](#)
- [→ I am having problems logging in](#)
- [→ How often will I be charged?](#)
- [→ Where is my Username and Password?](#)
- [→ How Do I Renew My Membership?](#)
- [→ How do I cancel my membership?](#)
- [→ I have not received my cancellation confirmation email](#)
- [→ How does billing work for the Trial membership?](#)